WELL-BEING RESULTS

- **OSD QUALITY MANAGEMENT OFFICE CONDUCTED STUDY OF IMA'S COMMUNITY WB BUSINESS PROCESS (FORT JACKSON, S.C.)**
  - IMA WB DEMO embraced as a "best practice"
  - Submit project for the President's Quality Award
  - Great utility for Army-wide and DOD expansion

- **ALASKA**
  - Customer Satisfaction with housing increased over 21% and resulted in a greatly reduced number of failed out processing inspections in less than 6 months due to WB functional assessment driving housing policy changes.
  - Implementation of an electronic system to check the status of work orders and making appointments on-line. Local AFAP issue for 4 years; resolved in 60 days.
  - JAN 2005 AFAP yielded 56 local issues of which 38 have already been resolved by the WB Management System and posted on the web. Many of the issues previously dormant for up to ten years actioned through the WB Council and resolved in less than 3 months to include a new movie theatre with free movies from AAFES, shuttle transportation between bases and retired DoD Civilian ID Cards.
  - Activated Reserve Soldiers receive IMA support upon receipt of Unit Mobilization Memorandum rather than waiting for orders, giving them essential time to

WELL-BEING RESULTS (CONTINUED)

- **FORT JACKSON**
  - Prior to WB, feedback was sporadic to non-existent with no centralized way of measuring satisfaction across the installation. The WB business process established a standardized feedback system adopted by all service providers—improved overall rating from amber (80%) in FY03 and 2500 comments to green (86%) in FY04 and 6600 customer comments (88% to date in FY05).
  - 150 issues identified and resolved in FY04; 120 reviewed and resolved in FY05.
  - IG action requests dramatically reduced in FY04 as a direct result of WB business process—has allowed IG to spend more time on systemic issues.
  - Identified and resolved shortfalls in RC mobilization in/out processing and inequities in pay for mobilizing RC Soldiers.
  - Identified areas affecting Soldier decisions to separate from the Army.
  - Identified mission commander priorities for garrison service delivery.

WELL-BEING RESULTS (CONTINUED)

- **26th Area Support Group**

26th ASG has completed the first round of HQ IMA Well-Being assessments with soldiers, family members, tenant units and senior mission commanders. The end result is a clearer picture of the importance and performance of installation provided services. The assessments provide data for leadership decision making processes, and give the opportunity to improve services and well-being of community.

Continuous marketing of the IMA Community Well-Being Program and participation in various forums, to include Deployment as a Family Affair-Lessons Learned Conference, Well-Being Program has bought requests from other ASGs to brief the program and provide information on benefits of the IMA Community in our community.

Ms. MaryPat Begin, was invited to brief the Well-Being Program and share information about our experience as a Well-Being Demonstration Site, at the 6th ASG Strategic Planning Conference on 21 June 05. This provided the 26th ASG with a great opportunity for partnership and sharing of information with other IMA-Europe installations.